



Process Flow Overview

SFA HR Automation

Classification:

Primary Functionality: Payroll Administration & Personnel Management

Sub-function: Payroll information maintenance

- ☒ "As-Is"
☐ "To-Be"

Description:

This "As-Is" flow provides an overview of the payroll information maintenance process. The process can either be completely automated through the use of Employee Express or employees can choose to fill out forms and follow the manual process. To access Employee Express, employees log onto the Internet website. From the website, employees can view Leave & Earnings statements, change his/her address, change financial allotments, change federal and state tax withholdings, or change direct deposit information. If employees choose not to use Employee Express, SFA's Payroll Coordinator can assist employees in maintaining payroll related information.

Handoffs:

There are 6 handoffs in the "As-Is" Payroll Information Maintenance process. Handoffs occur between: SFA Payroll Coordinator - employee, employee - SFA Payroll Coordinator, SFA Payroll Coordinator - NBC Payroll Operations, SFA Payroll Coordinator - Admin Officer, Admin Officer - employee, and SFA Payroll Coordinator - employee.

Average Process Completion Time:

The process of maintaining payroll information ranges from a half hour to one week.

Position title	Agency name	Time/request	Number of positions	Percent of time/year	Number processed/year
Payroll Coordinator	SFA HR	30 min.	1	4%	150
Admin Officer	SFA	10 min.	7	Less than 1	60

Cost:

- HRG inter-agency agreement for use of FPPS: \$230,000 annually
- FPPS: \$165 per W-2 form annually
- Employee Express: \$75,000 annually (ED pays entire sum)

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Assumptions:

- The process flow assumes that the employee already has a personal identification number for Employee Express. Employees must have personal identification numbers in order to access the Employee Express website.
- Page 6.13.5 indicates that the Payroll Coordinator refers an employee to an Admin Officer. This process step assumes that the employee is in an enterprise unit with an Admin Officer. If the employee does not have an Admin Officer, the Payroll Coordinator would follow the diagrammed steps to show the employee the desired Leave & Earnings statement.
- The process flow assumes that all forms submitted by the employee are complete. If certain parts of the form(s) are not filled in, the Payroll Coordinator will return the form to the employee to complete and resubmit.

Exclusions:

- Employee Express is accessible by telephone and the Internet. The process flow, however, only depicts how employees access Employee Express through the Internet.

Regions:

- Employees in the regions have access to Employee Express.
- Like employees in headquarters, employees in the regions can fill out forms manually and have them mailed to FPPS in Denver.
- One small difference between the regions and headquarters is that employees in headquarters contact the Payroll Coordinator for maintaining payroll related information while the employees in the regions contact the Personnel Officer.

Strategic Direction:

This process flow illustrates the advantages of using Employee Express. In the future, SFA Human Resources should strongly encourage or require that employees use Employee Express. Employee Express allows employees to self-manage their payroll information, and this translates into less work for the Payroll Coordinator or Personnel Officer. In addition, Employee Express reduces the amount of paperwork that is created, which supports Congress' Paperwork Reduction Act.